

Image Pals 2 Go!



How can I get replacement or upgrade software?

Situation & Solution: There is no software available on our Website or BBS for download other than scanner drivers. You will have to contact Info if you wish to purchase replacement or upgrade software: 408-538-2510. In most cases, there is a charge for replacement software.



The book that came with my scanner doesn't tell me how to use the software.

Situation & Solution: The manuals for the software are on the CD-ROM disc that came with your scanner. They are in **pdf** format that can only be read with the **Adobe Acrobat Reader**. The Reader installation is also on the CD (see below).

If you want printed manuals, you can print from the Adobe Acrobat Reader (for pdf files). Info does not offer any pre-printed or bound manuals.

Here is a quick, easy way to find and open the manuals on the scanner CD-ROM:

1. Put the **Info CD** in your CD-ROM drive:

2. Start the **Find** function.

Windows 95:

- a) Click **Start**
- b) Click **Find**
- c) Click **Files or Folders**

Windows 3.1 and 3.11:

- a) Double-click **Main**
- b) Double-click **File Manager**
- c) Click **File**
- d) Click **Search**

3. On the **Named** or **Search For** line, type ***.pdf**.

4. On the **Look In** or **Start From** line, type the drive letter of your CD-ROM.

5. Click **Find Now** or **OK**.

6. This should find the manual files. You will find one or more of the following files depending on your scanner package.

- **Guide.pdf** is the manual for **InfoCenter**.
- **Ip2go.pdf** is the manual for **Image Pals 2 Go!**

If you have already installed the Adobe Acrobat Reader, all you have to do is double-click on the file name & the Acrobat Reader will load and display the chosen manual.

If you have not already installed the Adobe Acrobat Reader, you must do so to be able to read the manuals.

1) With the CD in the drive, click on **Start** (*Windows 95*) or **File** (*Windows 3.1 or 3.11*).

- 2) Click on **Run**.
- 3) Type **D:\Acrobat\Reader.exe** (if D is not your CD-ROM drive letter, substitute your drive letter for the D).
- 4) Click **OK**. This will start the installation. Follow the on-screen prompts from this point.



When I try to Select Source, there is nothing in the source window to choose.

Situation & Solution: The driver was not installed for one of three reasons.

- If you only typed `d:\setup.exe`, only Image Pals Go will have been installed. The scanner's device drivers (and Info Center) are not installed. Reinstall the Scanning System CD following the directions in the Quick Start Guide: `d:\install\setup.exe`.
- If there are other programs running while you are installing the driver, it may not completely install, even though you got the message the installation was successful. You need to ensure there are no programs running in the background when you install the CD.

Windows 95:

1. With your desktop clear, press the **Ctrl**, the **Alt** and the **Delete** keys at the same time (Ctl+Alt+Delete). This will bring up a **Close Programs** window. Everything listed in this window is a running program. **Explorer** is the Windows 95 desktop, you cannot close this program. **Systray** is the taskbar and time listing in generally in the lower right hand corner of your screen, you also cannot close this program (some systems do not list this program in the Close Program window). All other programs can be closed, one at a time.
2. Highlight a program then click on **End Task**. The Close Program window will disappear, but pressing Ctl+Alt+Delete will bring it back up. This will only close these programs until the next time you boot your computer. All of these programs are generally set up to run as soon as you start your computer or boot up Windows.
3. When only Explorer and Systray are listed in the Close Programs window, click on **Cancel**.
4. Try to install the driver once more following the Quick Start Guide instructions.

Note: In Windows 95, you can also install the driver in **Safe Mode**. If you have the installation on CD-ROM, copy the installation files into a temporary directory before shutdown and reboot into Safe Mode, then install from the temporary directory. If you have the installation files on floppy disk, you can install directly from the diskettes in Safe Mode.

Windows 3.1 or Windows 3.11:

1. With your desktop clear, click **Ctrl** and **Esc**. This will bring up a **Task List** window. **Program Manager** is the Windows 3.1 and Windows 3.11 desktop and cannot be closed. All other programs listed are running applications that can be closed one at a time.
2. Highlight a program then click on **End Task** to close it. This will only close these programs until the next time you boot your computer. All of these programs are generally set up to run as soon as you start your computer or boot up Windows.
3. When Program Manager is the only program listed, click on **cancel**.
4. Try to install the driver once more following the Quick Start Guide instructions.

- If your Windows directory is not where you tell the installation, it will act as if it hasn't been installed. You will need to check where Windows is located and tell the installation the proper place:

Windows 95:

1. Click on **Start**
2. Click on **Programs**
3. Click on **MS-DOS Prompt**
4. Make a note of the path in front of the flashing cursor. For example: **c:\windows>**. You will have to tell the installation **c:\windows**.
5. Type **exit** and press enter to exit the prompt.

Windows 3.1 or Windows 3.11:

1. Open **Main**
2. Double-Click on **MS-DOS Prompt**
3. Make a note of the path in front of the flashing cursor. For example: **c:\windows>**. You will have to tell the installation **c:\windows**.
4. Type **exit** and press enter to exit the prompt.



I don't have a CD-ROM drive, can I get Image Pals on floppy diskette?

Situation & Solution: There is a charge to exchange the CD-ROM that came with the scanner to floppy diskettes. The software is all copyrighted material. The charge a floppy exchange for either the ImageReader Elite EPP is \$10 + \$2.50 shipping/handling (total \$12.50).

In addition, to exchange the CD-ROM for floppy disks, you will need to send the CD-ROM back to us with a piece of paper with your name, address, phone number, and scanner model (found on the cover of the Quick Start Guide).

There are 5 diskettes: InfoCenter, imaging software, and the scanner driver.

You can pay by check, money order, Visa or MasterCard. The address to send it to:

Info
580 Division St
Campbell, CA 95008
attn: Customer Service



How do I save an image.

Situation & Solution: After you have scanned an image, you are likely to want to save the image as a file.

Click **File**
Click **Save As**

This will open a dialog box that will help you to save the file.

1. **Type a file name.** Don't worry about a three-letter extension, the program will add that for you based on the file type you choose. Your file name must be eight letters or less. In the file name, you can also include some other characters such as numbers, dash, underline, and many of the symbols above the

numbers. Your file name cannot include a period or dot, a question mark, an asterisk or star, a slash, a back-slash, a colon, a semi-colon, or a comma.

2. **Choose a file type.** Click on the down arrow by **List Files of Type**. **BMP** is an uncompressed format that can be viewed in Windows Paint and Paintbrush as well as most graphics programs. **JPG** and **GIF** are compressed formats that will create a file that will take up less space but require a special graphics program to view. JPG and GIF are the preferred formats for sending as email attached files.
3. **Choose where to save the file.** Remember where you save the file so you can find it later.
 - a) To change the drive (such as to the floppy drive, which is A:), click on the down arrow of **Drives**.
 - b) To change the directory/folder, double-click on the folder icon for the directory you want.
4. Click on **OK**.



I want to save my scanned image as a JPG, GIF or some other format and it is not in the list when I click the down arrow on Save File As Type.

Situation & Solution: If your image was not scanned in the color range that is supported by the file format, it will not be listed. One thing you can do is use the Image>Convert to change the image to a color range supported by the file format you want. Image Pals supports the following file formats, with the listed limitations.

- **JPEG** or **JPG** does not support single-bit images (only black and white, no color). It also does not support Indexed 16 or 256 color images.
- **GIF** supports Indexed 16 or 256 color images. If you have a 24- or 30-bit scanner, your scanned color image will have millions or billions of colors.
- **Bitmap** or **BMP** does not support 8-bit Grayscale.
- **Encapsulated PostScript** or **EPS** does not support Indexed 16 or 256 color images.
- **PC Paintbrush** or **PCX** supports all the image types.
- **Tagged Image Format** or **TIF** also support all the image types.

Image color ranges supported by ImageReader scanners:

- **LineArt, Half-tone, Bi-tone** or **B/W** images are 1-bit images. These images have only black and white no shades.
- **Grayscale** images are 16 or 256 shades (or colors) of gray.
- **RGB Color** or **True Color** images will be 24-bit or 30-bit (millions or billions of shades) color.



When I attempt to scan, I get an Image Transfer Failed message.

Situation & Solution: Error messages while scanning, such as this, usually only occur if there is not enough free disk space or enough free resources for the scanning software to process the image. Even if you seem to have enough free disk space for the image, the virtual memory usage during the image transfer will take up some of the free disk space making it not free for the image transfer.

There are three things that influence the size of the file created when scanning an image: Resolution, Mode, and Scanning area. A higher resolution (dpi) will yield a clearer picture, but it will also create a larger file. A color mode (millions or billions of shades) will create a larger file than a grayscale (256

shades) or black and white (LineArt, Half-tone, Bi-tone, only two shades) mode. A larger scanning area will also create a larger file than a small scanning area. The following example is a letter-sized image scanned with a 30-bit scanner (billions of shades in the color mode). All sizes are approximate and may differ from your own results.

	color	grayscale	black and white
100dpi:	2 ½ Mb	1 Mb	120 Kb
300dpi:	25 Mb	8 Mb	1 Mb
4800dpi:	6 Gb	2 Gb	260 Mb

Try reducing the resolution of your image, reduce the scanning area, change the mode, or free up hard drive space. Information on how to change the resolution, mode and scanning area is in the scanner User's Guide. Freeing up hard drive space is a matter of deleting or otherwise removing unneeded files or programs. Information on how to do delete files is in Windows documentation. Which files you delete or remove is your decision (only you know what is important to you). Some software has special uninstall programs to remove them from your computer. The alternative to freeing up hard drive space is getting a larger hard drive.



When I am trying to save an image to a floppy diskette, I get an error message telling me the disk is full. Or When I send an image with my email, it takes a long time and the file is very big.

Situation & Solution: When you are saving a file to a floppy diskette, the file MUST be smaller than 1.44 Mb. When you want to email an image, there is one very important thing to keep in mind: the bigger the file the longer it will take to transfer (upload or download).

There are three things that influence the size of the file created when scanning an image: Resolution, Mode, and Scanning area. A higher resolution (dpi) will yield a clearer picture, but it will also create a larger file. A color mode (millions of billions of shades) will create a larger file than a grayscale (256 shades) or black and white (LineArt, Half-tone, Bi-tone, only two shades) mode. A larger scanning area will also create a larger file than a small scanning area. The following example is a letter-sized image scanned with a 30-bit scanner (billions of shades in the color mode). All sizes are approximate and may differ from your own results. Information on how to change the resolution, mode and scanning area is in the scanner User's Guide.

	color	grayscale	black and white
100dpi:	2 ½ Mb	1 Mb	120 Kb
300dpi:	25 Mb	8 Mb	1 Mb
4800dpi:	6 Gb	2 Gb	260 Mb

The way you save the file will also influence the final size. If you use an uncompressed format, such as **BMP**, your saved file will be as large as the scanned image's temporary file. For email or saving to a diskette, you should use a compressed file format, such as **JPG** or **GIF**, which will reduce the size of the saved file (when you email an image, be sure your recipient has software capable of viewing the file type you are sending). Most commercial imaging programs (such as the one that came with your scanner) supports either the JPG or GIF format.

When you want to email a JPG or GIF, you will have to attach the saved file to

your email message. Different email programs have different methods of attaching a file; you will need to consult the documentation that came with your email program for information on attaching files. Some email programs have a button with a paperclip icon that will start the attachment process.



I am able to print from Image Pals, but the printed results are either too small or too large.

Situation & Solution: Usually this happens when your printer's resolution doesn't match the resolution that your scanner is using. Make sure that both devices are at the same setting. If your printer supports 600dpi for example, you do need to be aware that scanning at 600dpi requires a large amount of free disk space. Make sure you have available resources in order to scan that high.



I have an HP printer, when I try to print from the Ulead ImagePals I get a General Protection fault.

Situation & Solution: You may need to update your Image Editor executable file. The updated file is available on our Web page (www.infoconnection.com, click on Tech Help, then click on Download Area), from our BBS (408-538-2580) or from Customer Service (408-538-2534). If you don't update your printer drivers on a regular basis, then you will want to contact the printer manufacturer for updated printer drivers.



If your question is not covered here, check the scanner or InfoCenter FAQs. If it is not covered either place, please contact Info Technical Support for more assistance.

Please include the following information if you contact Info Technical Support. If you do not include the following information (especially if you are faxing or emailing), your support could be delayed as this information is gathered. The following information is generally important to solving the problem with your scanner or software.

NAME:

PHONE NUMBER:

FAX NUMBER:

ADDRESS:

E-MAIL ADDRESS:

COMPUTER MANUFACTURER: (what company built your computer or if it is custom built)

COMPUTER TYPE: (486 or Pentium and what speed)

VERSION OF WINDOWS: (Windows 95 or Windows 3.1 or 3.11)

SCANNER MODEL NUMBER: (Commonly found on the front of the Quick Start Guide)

SERIAL NUMBER: (Usually on the back or bottom of the scanner or on the box)

WHEN YOU PURCHASED THE SCANNER:

WHERE YOU PURCHASED YOUR SCANNER:

PRINTER TYPE: (if your problem is related to your printer)

MODEM TYPE and FAX PROGRAM: (if your problem is related to faxing)

DESCRIPTION OF YOUR PROBLEM: (Please be as specific as possible, including which program you were using to scan, what dpi & mode, etc.)

Info Technical Support will generally reply in the same media. Support personnel are available Monday through Friday 8am to 4:30 pm, Pacific Time, excluding

Holidays. Replies are handled in the order we receive them.

- **Email:** tech@infoconnection.com
- **FAX:** 408-538-2577
- **BBS:** 408-538-2580
- **Phone:** 408-538-2510 (if you get voicemail, be sure to leave a phone number and a brief description of your problem).